

METHOD AND SYSTEM FOR REPORTING FAILURES OF A PROGRAM MODULE IN A CORPORATE ENVIRONMENT

Abstract of the Disclosure

5 A computer-implemented method and system for reporting failures
in an application program module to a corporate file server. The
failure may be a crash or a set-up failure. Once detected, the
program failures are categorized, i.e. bucketed, and reported directly
10 to a local file server operated by a corporation. The corporate file
server may be used to store the failures encountered by users in a
corporate environment until these failures are reported to a server
operated by the manufacturer of the program module (a destination
server). Once the failures are reported to the destination server,
15 developers or programmers may examine the data and determine
what is causing the failures in the program module. A failure
reporting executable on the user's computer provides
communications between the failed application program module and
the local file server. An administrative reporting executable
20 (typically operated at the corporate file server) provides
communications between the failure reporting executable and the
corporate file server and between the corporate file server and the
destination server. A cab tree, a counts tree and a status tree stores
bucket information for a failure at the corporate file server. The
25 bucket information for a crash may comprise an AppName, an
AppVer, a ModuleName, a ModuleVer, and an offset into that
module. The bucket information in the corporate file server may be
uploaded to a destination server by a corporate system administrator
thus preventing sensitive information from being disclosed by the
corporation's users.

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